



LEGAL SERVICES CORPORATION

REQUEST FOR PROPOSAL  
FOR MAILING EQUIPMENT SOLUTION

November 24, 2014

## **1. Introduction**

Legal Services Corporation (LSC or Corporation) is seeking responses from prospective vendors to provide mailing equipment solution, supplies, and support and maintenance services for the Corporation's copy/print center. LSC needs to upgrade its mailing equipment to implement current technology. Our primary needs include:

- Leasing one integrated mailing equipment solution with mailing machine, meter, scale, multi-carrier software Windows 7 compatibility, and PC and touch screen monitor;
- Supplies for mailing equipment solution;
- Integration of and staff training on mailing equipment solution;
- Support and maintenance services.

## **2. About Legal Services Corporation**

LSC is a private, non-profit corporation established by Congress in 1974 to promote equal access to justice and to provide grants for high-quality civil legal assistance to low-income Americans. The Corporation is headed by a bipartisan board of directors whose 11 members are appointed by the President and confirmed by the Senate. LSC distributes almost 95 percent of its total funding to 134 independent nonprofit legal aid programs with more than 900 offices that provide legal assistance to low-income individuals and families in every county in the United States, the District of Columbia, the Commonwealth of Puerto Rico, the U.S. Virgin Islands, Guam, and Micronesia.

LSC promotes equal access to justice by awarding grants to independent legal services providers through a competitive grants process; conducting compliance reviews and program visits to oversee program quality and compliance with statutory and regulatory requirements as well as with restrictions that accompany LSC funding; and by providing training and technical assistance to programs. LSC encourages programs to leverage limited resources by partnering and collaborating with other funders of civil legal aid, including state and local governments, Interest on Lawyers' Trust Accounts programs, state access to justice commissions, the private bar, philanthropic foundations, law schools and the business community.

LSC-grantee programs are administered by local governing or policy bodies, a majority of whose members are appointed by state and/or local bar associations, and at least one-third of whose members are eligible clients. They provide legal assistance to individuals in civil matters pursuant to locally-established priorities that respond to pressing community needs. The most common categories of cases handled by LSC recipients are family, housing, income maintenance, consumer, health and employment. Case types frequently encountered include evictions, debt collection, foreclosures, divorces, child custody, spousal abuse, child abuse or neglect, access to health care, and benefit claims such as unemployment, disability, food stamps and public assistance.

### **3. Scope of Work/Product to be Provided**

LSC is seeking proposals from respondents with demonstrated experience providing quality mailing equipment solution, supplies, and support and maintenance services to businesses. LSC needs to replace its Neopost Navigator System and I460 Mailing machine with an updated mailing equipment solution that has a Windows 7 operating system and also meets the current U.S. Postal Service requirements and regulations.

The minimum requirements for the mailing equipment solution include the following:

- Mailing machine with automatic feeder
- Multi-carrier system software with Windows 7 OS
- 150lb scale
- IMP barcode compliant and address verification
- PC and touch screen monitor
- Label printer
- Meter, maintenance, and rate changes
- Eco label preferred

In addition, the vendor must install the mailing equipment solution, provide training to staff, and provide support and maintenance services over the life of the lease or equipment.

### **4. Information to be Provided by Respondents**

Your proposal must respond to the following questions:

#### **A. General Questions**

- Provide the name and contact information for your company.
- How many years has your company been in business?
- What geographical area do you provide services for?
- How many people are employed at your company?

Based on the specifications in the Scope of Work/Product to be provided section above, we assume that you have selected one or more models that you recommend. In answering the remaining questions, please consider these minimum requirements. If all of the systems you are recommending meet them, say yes. If neither does, say no. If some do and others don't, specify which models do and which ones don't.

#### **B. Functionality**

- What is the count for letters processed per minute?
- What is the measurement for thickest package capable for auto feeding?
- What is the average number of printed tapes per ink cartridge?

- What is the average number of letter imprints per ink cartridge?
- When was the last time your multi-carrier software significantly upgraded?
- Can functions be securely configured so that only authorized, authenticated users can perform certain functions?
- Is there built-in functionality to require ID codes for jobs (for departmental or client chargeback/tracking)?

#### C. Support and Maintenance

- What is your Service Level Agreement response time guarantee for solving issues that impede our ability to use the equipment? Please breakdown by identifying business/non-business hours, if applicable.
- How far away (in miles, feel free to specify location) is your support technician likely to be from our Georgetown headquarters when we place a service call?
- We are looking to lease this equipment, primarily in order to stay current with the technology should significant advances be incorporated in newer models. How often do you recommend upgrades for this type of equipment, and what is the average cost for upgrades?
- What supplies are included in the contract (e.g., ink cartridges, meter tapes)?

#### D. Price

- Provide pricing for monthly, quarterly, and/or annual lease of the mailing equipment solution.
- Provide pricing for equipment supplies if not included above.
- Provide pricing for support and maintenance if not included above.

#### E. References

- Provide three references that you have sold or leased the proposed equipment to.

### 5. Proposal Preparation

Proposals should be prepared in such a manner as to provide clear answers to the questions below. Electronic submissions are preferred. Additional materials, such as pamphlets and FAQs, may be attached to proposals, but not linked to in other locations (e.g., if a web site F.A.Q. answers numerous questions, attach an electronic copy (PDF or text) to the responses, preferably with relative information denoted and question numbers referenced

### 6. Proposal Contact and Delivery

Proposals must be delivered on or before 5:30 p.m., Eastern Time, December 12, 2014. Email submissions are preferred. Send proposals to:

Timothy Wilson  
Manager, Administrative Services

Legal Services Corporation  
3333 K St. NW, 3rd Floor  
Washington, DC 20007  
202-295-1685  
wilsonm@lsc.gov

RFP respondents are solely responsible for ensuring that proposals are delivered on time. Late proposals will not be accepted. All costs incurred in preparing proposals shall be borne by the respondent. Any final contract awarded will not provide for costs of the proposal to the respondent.

## **7. Due Date for Questions**

Questions about this RFP should be submitted by email to Timothy Wilson at [wilsonm@lsc.gov](mailto:wilsonm@lsc.gov) no later than 5:30 pm, Eastern Time, on December 5, 2014. Answers to these questions will be copied to all RFP participants.

## **8. RFP Evaluation Criteria**

The proposals will be evaluated and the contract will be awarded based primarily on the following criteria (not necessarily in ranked order):

1. The degree of responsiveness to the RFP and evidence of an overall understanding of the objectives of LSC.
2. Demonstrated competence and experience of the vendor in supporting these products.
3. Overall cost. LSC will weigh all aspects of the equipment and service and award the contract to the respondent who provides the best value, not necessarily the cheapest. We will factor in any discounted pricing offered in light of our 501(c)(3) nonprofit status.
4. Overall reputation and integrity of the vendor with an existing customer base.

## **9. Notification of Selection**

All participants (those submitting proposals) will be notified of the results of the selection process.

## **10. Acceptance of Proposals**

LSC may accept or reject any or all proposals submitted in response to this RFP.

## **11. Confidentiality**

LSC and the RFP participants hereby acknowledge that, in the course of fulfilling their respective obligations under this Agreement, LSC and the Vendor may be given access to the other party's confidential or proprietary information. Neither party shall use such proprietary information for the benefit of any third party, whether or not for consideration, and shall not sell,

rent, loan, copy or make available any of the other party's proprietary information to any person. Neither party shall disclose or otherwise communicate any of the other party's proprietary information to others, in whole or in part, except to such limited number of that party's employees, agents and consultants and only to the extent that is reasonably necessary to enable that party to fulfill its obligations and exercise its rights under this Agreement until such time as the proprietary information becomes available to the public as non- confidential information through no act or fault of that party.

## **12. Freedom of Information Act**

The Freedom of Information Act (FOIA) and the associated LSC regulations may require the release to the public, upon request, of certain documents held by LSC, including portions of proposals submitted to LSC by third parties. In general, LSC will not release any documents that are exempt from disclosure because their release would cause competitive harm to the respondent. If a FOIA request for such documents is received, LSC will contact the respondent prior to any release of material. Nonetheless, respondents are encouraged to label information considered confidential as such in proposals at the time of submission.